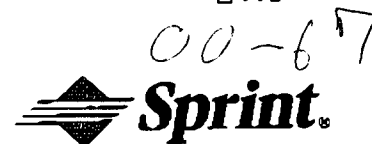


SPRINT WESTERN OPERATIONS
NETWORK OPERATIONS CENTER



FINAL SERVICE DISRUPTION REPORT

DATE OF OUTAGE: 5/16/00		TIME OF OUTAGE: 1:55 PM EDT	
DURATION OF OUTAGE: 3:10 (3 hours, 10 minutes)			
GEOGRAPHIC AREA AFFECTED: Warren, Franklin, Andover, Cortland, Hartford, Jefferson, Kinsman, New Lyme, Champion and Oak Knoll OHIO.			
ESTIMATED NUMBER OF CUSTOMERS AFFECTED: 46,125			
TYPE(S) OF SERVICE AFFECTED: Long distance and Extended Area Service (EAS) calls were unavailable to customers in affected locations.			
ESTIMATED NUMBER OF BLOCKED CALLS: 1,073,303 (Access Tandem and Class 5 end office totals)			
CAUSE OF INCIDENT: The NEC ITS 600 fiber optic multiplexer on the OC-12 system between Warren and Franklin had failed due to a defective SW-150 card.			
METHODS USED TO RESTORE SERVICE: The Central Office (CO) technicians contacted NEC Support to trouble-shoot the hardware fault. The SW-150 card was replaced and the OC-12 system restored the trunks to service.			
STEPS TAKEN TO PREVENT RECURRENCE: A trouble ticket has been opened with NEC (JBAZ-4KDQFN) to investigate the hardware design of the SW-150 card and the stand-by circuit design.			
PRIMARY CONTACT NAME:		PHONE:	
Amos Anderson		913-791-7372	
SECONDARY CONTACT NAME:		PHONE:	
Chip Phillips		913-791-4538	

00-067



600 New Century Pkwy, New Century, KS 66031
Phone: 913-791-7372 / 2156 (Hot Line) Fax: 913-791-7351

AX

To: FCC, Washington D.C.	From: Sprint LTD NOC-West: Amos Anderson			
Fax: 202-418-2812	Pages: 2 with cover sheet			
Phone: -	Date: 05/17/00			
Re: Initial Service Disruption Report	CC: Greg Hoffman, Sprint Corporate Staff			
Urgent	For Review	Please Comment	Please Reply	Please Recycle

Mr. Kimball,

The following document is the Initial Service Disruption Report for a 3:10 toll outage in the Warren, OH area yesterday from 1:55 PM EDT to 5:05 PM EDT, affecting approximately 46,125 Sprint local telephone customers. This is in compliance with the FCC reporting criteria of an outage affecting 30,000 or more business lines for 30 minutes or longer. The report deadline for initial notification is 72 hours. The Final Service Disruption Report will be filed on or by June 1, 2000. Please contact me if you have any questions regarding this report.

A copy of this report has been sent to a member of our Corporate Staff, Mr. Greg Hoffman. Thank you very much -

Amos Anderson

00-067

WESTERN OPERATIONS
OPERATIONS CENTER

INITIAL SERVICE DISRUPTION REPORT

DATE: 5/16/00	TIME OF OUTAGE: 1:55 PM EDT
OUTAGE: 03:10 (3 hours, 10 minutes)	
AREA AFFECTED: Warren, Franklin, Andover, Cortland, Hartford, Jefferson, Kinsman, New Lyme, Oak Knoll OHIO.	
NUMBER OF CUSTOMERS AFFECTED: 46,125	
SERVICE AFFECTED: Long distance and Extended Area Service (EAS) calls were unavailable to affected locations.	
NUMBER OF BLOCKED CALLS: to be provided on Final Disruption Report...	
CAUSE: The NEC ITS 600 fiber optic multiplexer on the OC-12 system between Warren and Oak Knoll due to a defective SW-150 card.	
ACTION TO RESTORE SERVICE: The Central Office (CO) technicians contacted NEC Support to trouble-shoot the fault. The SW-150 card was replaced and the OC-12 system restored the trunks to service.	
ACTION TO PREVENT RECURRENCE: to be provided on Final Disruption Report...	
CONTACT NAME: Amos Anderson	PHONE: 913-791-7372
CONTACT NAME: Chip Phillips	PHONE: 913-791-4538